

Navy Family Ombudsman Program - IA Spouses and Family Members



BACKGROUND

The ombudsman should be thoroughly aware of the commanding officer's policies and expectations with regard to providing support to IA spouses and family members.

GOALS

To provide understanding of chain of command for IA and IA family support, along with appropriate resources.

KEY MESSAGES

U.S. Fleet Forces Command (USFF) designated as Executive Agent for IA Continuum
Families are an integral part of Navy mission success
Continuum will provide a better understanding of IA process and support resources
Commander, Navy Installations Command (CNIC) provides support to IAs, IA spouses and family members through the Fleet and Family Support Centers (FFSCs)

COMMAND STATEMENT

U.S. Fleet Forces Command (USFF) has been designated as the Executive Agent (EA) for the Individual Augmentee (IA) Continuum. [NAVADMIN 160/08](#) announced the assignment of USFF as the executive agent and supported commander for Individual Augmentee (IA) and IA family support across the IA Continuum.

Families are an integral part of Navy mission success, and family involvement with a Sailor's IA assignment is a key factor in their readiness. "Sailors and their families will benefit from the IA Continuum by having a better understanding of what's involved in the entire IA process, as well as where they can get support," said Adm. Jonathan Greenert, commander, U.S. Fleet Forces Command. "This single overarching authority will put predictability and stability into the process for our Sailors and their families."

"We must ensure that IA Sailors are able to focus completely on their mission, while confident that family needs are being met," Greenert said. "The Navy will issue the same level of support for IA Sailors and their families as we do for families of deployed ships, squadrons or units-- there will be no differentiation."



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ACTION

- Ombudsmen should be aware of the functionality of Navy Family Accountability and Assessment System, (NFAAS), as a resource for command families. They should ensure that family members are aware of the need for the service member to update information in NFAAS.
- Ombudsmen should be aware of Expeditionary Combat Readiness Command (ECRC), and the step by step process of an IA deployment.
- If directed by the commanding officer/commander, Ombudsmen may maintain contact with IA spouses and identified family members. Work with the Command IA Coordinator (CIAC) to ensure follow-through of appropriate contact.

RESOURCES

- OPNAVINST 1750.1F - Navy Family Ombudsman Program Instruction
- Fleet and Family Support Program Web site - <https://www.ffsp.navy.mil>
- **NAVADMIN 160/08** - announces assignment of USFF as the executive agent and supported commander for Individual Augmentee (IA) and IA family support across the IA Continuum.
- The USFF IA Web site - www.ia.navy.mil
- Expeditionary Combat Readiness Command – <http://ecrc.navy.mil> - ECRC's Family Readiness Department is a conduit for information and resource referral for IA families. IA families may contact the ECRC IA Family Helpdesk at ecrc.fs.fct@navy.mil for help with general questions. ECRC also operates a 24-hour toll free family hotline for IA family emergencies at 1-877-364-4302.
- CNIC Communication – IA Sailor and Family Handbooks
- Navy Knowledge Online – www.nko.navy.mil – has current, accurate information about IA assignments
- Naval Services FamilyLine's "Guidelines for the Spouses of Individual Augmentees (IAs)"
- NFAAS website – <https://navyfamily.navy.mil>



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